

# WearActive Austria

managed by Craig und Xania Wear Gesbr

## SUMMER 2021 & WINTER 2021/22 FLEXI BOOKING CONDITIONS

### 1. Contract

Your contract is with Craig und Xania Wear Gesbr (Our Austrian Company that provides the holiday). All bookings must be accompanied by a deposit of 10% of the booking value. If the booking is made within **fourteen days** of departure it must be accompanied by the full holiday cost. No contract shall exist between Craig und Xania Wear Gesbr and the customer until the deposit/full holiday cost has been received. The customer shall mean the person in whose name the booking is made and shall include all persons on whose behalf the booking is made.

### 2. Payment

The balance of monies due from the customer must be paid to Craig und Xania Wear Gesbr **fourteen days before arrival date** or upon receiving the final invoice if within **fourteen days**. If Craig und Xania Wear Gesbr do not receive the balance as indicated they reserve the right to cancel the booking without further reference to the customer and any deposit paid shall be forfeited.

**3a. Cancellation of Holiday by Client due to Covid 19 travel restrictions** (this refers specifically to lockdown where the customer is not permitted to travel and not quarantine where customers still have the option to travel).

In circumstances where you are unable to travel due to Covid 19 related travel restrictions we will issue a credit note for 100% of payment made to be used on any WearActive week within 18 months of your original arrival date.

### 3b. Cancellation of Holiday by Client unrelated to Covid 19 travel restrictions

The customer or any member or their party may cancel their holiday at any time providing that the cancellation is made in writing. As this incurs administration costs we will retain the deposit and in addition apply cancellation charges as shown below.

14 days or more until arrival date	deposit only
7 - 14 days until arrival date	50% of total
0 – 7 days until arrival date	100% of total

Note: If the reason for cancellation is covered under the terms of an insurance policy you may be able to reclaim these charges.

**4a. Cancellation of Holiday by Craig und Xania Wear Gesbr due to Covid 19 travel restrictions** (this refers specifically to lockdown where Craig und Xania Wear Gesbr are required to lockdown by the state of East Tirol).

In circumstances where we are unable to provide you with the holiday booked and cancel your holiday due to Covid 19 related travel restrictions we will issue a credit note for 100% of payment made to be used on any WearActive week within 18 months of your original arrival date.

### 4b. Cancellation of Holiday by Craig und Xania Wear Gesbr unrelated to Covid 19 travel restrictions

In circumstances where we are unable to provide you with the holiday booked and cancel your holiday we will return all monies paid.

### 5. Insurance

Because a number of activities offered are classed as potential hazardous activities, it is a strict condition of booking that every client is adequately insured.

Please do not hesitate to contact us for any further information:

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UID Number: ATU 68994118

Company Tax Number: 82 123/7187